

Submitted Questions with Answers

1. Question: PTO Mail Center Request for Proposals, page 43 of 59, cites a NAICS code of 561210, with a size standard of \$30 million. Is this correct? The current contract is under a \$6 million size standard.

Answer: Yes, this is correct. The SIC Code for the current contract is 8744. Using the SBA Web Site search tool, the SIC Code of 8744 equates to a NAICS Code of 561210. This NAICS Code had a size standard of 6 million dollars which changed to 30 million dollars as of November 2003. We have discussed this with SBA Washington District Office and they have confirmed the designation of the 561210 NAICS Code for this procurement.

2. Question: It is our policy to try to hire the folks already in place. Can we interview the current employees? If so, can you please provide the name and contact information for the current "project manager"?

Answer: We recommend that you contact Miss Haze Hanna, Contracts Director for Vistrionix, the incumbent contractor, at (703)770-4136 if you wish to interview the employees under the current contract (50-PAPT-800020)

3. Question: Is this a brand new requirement? Is this contract a renewal? If it is a renewal, can you provide the current contractor name and the contract number?

Answer: This is a follow-on to an existing contract. Please see Section L.7, page 57 of the RFP.

4. Question: Given the page restrictions will the government exempt past performance worksheets from the page limitation?

Answer: Yes. **See Amendment number 0001.**

5. Question: Again with the page limitation are foldouts permissible? If so do the foldouts count as 1 page or 2 pages?

Answer: Foldouts, charts and graphs are permissible, should not be larger than 11" by 17" and would count as 1 page. **See Amendment number 0001.**

6. Question: Section L.5 states, ..."the type for all proposal documents submitted (including charts and graphs) shall be black, the font shall be Times New Roman 12 pt..."

Does the font restriction apply to the graphics? Also, Section L.5 states that the type for charts and graphs shall be black, does this mean that charts and graphs themselves? Please clarify.

Answer: The font restriction does not apply to the charts and graphs. Charts and graphs can be color. If the charts and graphs submitted are color, than they must be in color for the one original and three copies of that respective volume. **See Amendment number 0001.**

7. Question: Will the Key Personnel Resume Worksheet (Attachment 4) be exempt from the page limitation?

Answer: Yes. However, it can be no longer than the space allotted in Attachment 4, (i.e. page 1 of 3 and page 2 of 3, page 3 of 3 is instructions only.) **See Amendment number 0001.**

8. Question: Sections H.2 & H.10 present varying option periods and lengths of performance. Please clarify the correct option periods and lengths of performance.

Answer: The H.2 option clause covers the four option years in Section B, items 0002 through 0005. The H.10 option clause covers any possible contract extension, not to exceed 6 months, needed at the end of the period of performance of option item 0005.

9. Question: Section L4 of Solicitation DOC-52-PAPT-04-01009, Mail Center Facility Operations, sets the Technical Proposal limit of pages at 30. The RFP, however, requires offerors to submit a comprehensive Quality Assurance Plan as well as a Performance Work Statement as part of the Technical Proposal.

I appreciate and understand your interest in limiting the proposals to what is strictly necessary to evaluate offerors capabilities to successfully perform the PWS, however, it would be difficult to submit a comprehensive QA Plan and a PWS within the thirty page limitation for the Technical Proposal. Would the USPTO consider modifying the RFP requirements to:

- a) Submit a brief overview of the offerors' QA approach, or submit it as an attachment excluded from the page count, or
- b) Provide the PWS as an attachment to their proposals, excluded from the page count, or
- c) Increase the page count for the Technical Proposal, or
- d) Delete the requirement to submit a PWS.

Answer: The RFP will be amended to state that the QA Plan shall be submitted as an attachment to the Technical Proposal which will be excluded from the page limitation of thirty (30) pages. However, the attached QA Plan shall not exceed 10 pages in length. Section E.2 of the RFP states that the QA Plan may be modified during the contract life as deemed necessary. **See Amendment number 0001.**

10. Question: How many vehicles/sizes are required?

Answer: The present contractor utilizes three vehicles. Two are Isuzu NPR 10 foot cargo vans and one is an Isuzu NPR 16 foot cargo van. All three vehicles are equipped with rear lift gates. However, it is up to each offeror to propose the number, type and size of vehicles it thinks is appropriate for the required effort.

11. Question: Is a JWOD eligible organization currently with the incumbent contractor? How may offerors contact the JWOD organization?

Answer: The incumbent contractor does not employ a JWOD Act eligible non-profit agency under the current contract. However, the following information is provided below to assist offerors in finding appropriate JWOD Act eligible non-profit agencies to team with:

A list of JWOD eligible non-profit agencies in the Washington Metro area can be accessed at www.nish.org by clicking on Community Rehabilitation Programs on the left hand side of the screen and clicking find a CRP on the list that appears on the right hand side of the screen. This link may also get you there depending on your browser: <http://www.nish.org/CRPMap.asp?c=83?c=126>. You should select the states of Virginia, Maryland and Washington, DC to find those who could service this area. Different non-profit agencies have different areas of expertise and therefore some agencies in the region may not currently have experience in the required areas. More information about the JWOD program and the non-profit agencies holding current federal contracts can be found at www.jwod.gov.

12. Question: What is the level of security clearance required for the mail room employees? Do the employees that will handle classified mail have to have a higher clearance level?

Answer: All mail room employees are assigned low risk designation and undergo a suitability investigation. A National Agency Check with Inquires (NACI) is conducted by the Office of Personnel Management. **See Amendment number 0001.**

13. Question: Reference paragraph M.4 EVALUATION FACTORS and M.5 WEIGHTING OF EVALUATION FACTORS. Questions: "TEAMING WITH A JAVITS-WAGNER-ODAY (JWOD) ACT ELIGIBLE NON-PROFIT AGENCY". Is the "teaming" with a JWOD Agency governed by any stipulated guidelines or regulations? If so, what are they? Has the USPTO established any goals or guidelines regarding teaming with JWOD agencies?

Answer: The only guidelines and regulations would be (1) making sure that the proposed JWOD non-profit agency is eligible as defined in Chapter 51 of Title 41 of the C.F.R and (2) following applicable 8(a) regulations such as the Limitations on Subcontracting as described in FAR Clause 52.219-14, on page 34 of the RFP. The

USPTO has not established any goals or guidelines regarding teaming with JWOD agencies.

14. Question: What is the current contractor staffing level?

Answer: 28

15. Question: Who is the incumbent JWOD company? Does the right of first refusal for retention apply to them also?

Answer: There is no incumbent JWOD contractor under the current contract. **See Amendment number 0001.**

16. Question: Request that the requirement for a detailed Technical Approach and Performance Work Statement be reconsidered because only an incumbent contractor/team can prepare these with any credibility. A post-award PWS would be more realistic after a successful offeror has had an opportunity to observe the current operation first-hand.

Answer: The requirement for a detailed Technical Approach and Performance Work Statement will not be modified.

17. Question: What are the specifications or make/model of the vehicles being utilized to deliver the mail (i.e. payload, height, width, length, any special options: rear lift gate, radios)?

Answer: See response to question 10.

18. Question: How many and what style of vehicles are used for mail pick-up and delivery in the execution of the current contract?

Answer: See response to question 10.

19. Question: Please describe the uniforms used by the incumbent contractor.

Answer: Uniforms used by the incumbent contractor include blue short sleeve “golf” shirts, blue long sleeve “golf” shirts, navy blue jackets, and navy blue cardigan sweaters.

20. Question: Will a secure location (security cage) for mail pickup be made available at the Carlyle Campus? If so, where?

Answer: No.

21. Question: Point of Contact for Contract Administration (paragraph G4 on page 12) – is this information to be provided as part of the proposal? If so where is it to be included? Please advise.

Answer: No. Please fill in the blanks provided in Section G.4, page 12 of the RFP.

22. Question: On page 4 of the Statement of Objectives it states that the contractor will be responsible handling and logging classified mail into a PTO safe, yet the list of GFE contained in Attachment 1 does not list a safe. Will the Government provide a safe, and if so will a safe be provided at both Crystal City and the Carlyle sites (since such mail will be handled at both sites during the transition period)? In the event the Government does not provide safe(s) and the contractor is required to log classified mail into a specific safe, please describe the current procedures for handling classified mail, to include who is responsible for the mail once it is logged into the safe and how is the mail gotten out so it can be delivered, and what are the procedures for recovering mail to deliver it when the Government Point of Contact is not available.

Answer: The Government will provide a safe, which will be located in the USPTO's primary mail receiving facility in Crystal City. As briefly outlined in the Statement of Objectives (Attachment 1), once received, all potentially classified mail should be logged into a Mail Center log and placed in a USPTO-provided safe. Responsibility for retrieving the mail from the safe rests with the USPTO business unit responsible for reviewing all potentially classified mail.

23. Question: Personnel Security. Paragraph H11 (d) requires security checks for all personnel on the contract and it does not address incumbent personnel. Since paragraph H12 requires that we offer incumbent personnel the "right of first refusal" will the government require new security checks for incumbent personnel who transition to the new contract?

Answer: No. In addition, see **Amendment number 0001**.

24. Question: Since paragraph H.11 does not address the time required to get contractor badges, please describe the procedures for requesting and receiving contractor badges, to include the amount of time it takes to get the badges after receipt of the request from the contractor.

Answer: Please see response to question no. 12.

25. Question: When are the Past Performance References due to PTO?

Answer: The past performance questionnaire lists, on its cover page, a due date of “within the next two weeks”. However, all past performance questionnaires shall be faxed to Chris Hannah no later than the closing date of the RFP. **See Amendment number 0001.**

26. Question: In evaluating a company’s past performance will the Government consider the past performance of the senior management employees of a company?

Answer: Our evaluation of past performance will be limited to the responses provided on the past performance questionnaires submitted to USPTO.

27. Question: Paragraph L.4 A limits the technical proposal to 30 pages. Does this page limitation include:

- (a) The past performance reference worksheet;
- (b) The Performance Work Statement
- (c) The Quality Assurance Surveillance Plan;
- (d) The Key Personnel Information worksheet(s); and,
- (e) The Transition Plan required by paragraph H12?

Answer: The following items **do not** count toward the technical proposal page limitation: (a), (c) and (d). Clause H.12 does not require a transition plan. **See Amendment number 0001.**

28. Question: Paragraph B2 of the RFP states this is a Firm Fixed Price contract – not a FFP incentive contract, yet paragraph L.4 Factor 4 requires the contractor to propose an amount to be deducted from the monthly invoice if the minimum standards are not met by the contractor. Since there is no provision for providing a reward if the minimum standards are exceeded (which is required by FAR for incentive type contracts - see FAR 16.402-2 (b)), this appears to be a penalty, which is strictly prohibited under the FAR - Please advise.

Answer: This is a Firm Fixed Price (FFP) Contract, not a FFP incentive contract. As part of the offeror’s Quality Assurance Plan (as modified under Amendment 0001), offerors are required to propose positive incentives, not limited to monetary incentives (be creative) for exceeding the Good and Superior performance standards. The offeror’s Quality Assurance Plan will be evaluated under the technical understanding and approach evaluation factor, but will not be evaluated under the price factor. Monetary incentives may be the subject of a future contract modification. **See Amendment number 0001.**

29. Question: Paragraph L.4 Factor 5 “Teaming with a JAVITS-WAGONER-ODAY (JWOD) Act eligible Non-Profit Agency” encourages teaming with JWOD organizations and specifically states that competitors who team with a JWOD that has experience working with the USPTO will achieve a higher rating than those who do not. Please identify the number of JWOD personnel, their agency, and the labor categories they fill

under the current contract. In the event there are no such personnel working on the current contract, please reconcile PTO's desire to include such personnel under the new contract with the requirement stated in paragraph H.12 for the contractor to offer the "right-of-first-refusal" to incumbent personnel (i.e. how do we include JWOD personnel not on the contract without taking a job away from an incumbent)?

Answer: The incumbent contractor does not employ JWOD personnel under the current contract. In addition, we will issue an amendment to the RFP that will delete clause H.12, PREFERENCE FOR HIRING OF INCUMBENT PERSONNEL "RIGHT OF FIRST REFUSAL" and amend section L.4, Factor 5 of the RFP. **See Amendment number 0001.**

30. Question: In light of the requirement to offer the "right-of-first-refusal" contained in paragraph H.12, if there are JWOD personnel working on the current contract, will a contractor who offers these personnel the right of first refusal in their proposal get equal credit during the evaluation process as a competitor who proposes a JWOD Agency familiar with the USPTO?

Answer: See the answer to question number 29 above.

31. Question: In light of the recent signature of President Bush of HR 2297, the Veterans Benefits Act of 2003, that contains a provision requiring every Federal Agency to attempt to spend at least three percent of their annual contracting budget with Service-Disabled Veteran owned businesses, will the USPTO consider a submission from such an organization as fulfilling the JWOD requirement called out in paragraph L.4 Factor 5?

Answer: Teaming with Service-Disabled Veteran owned businesses will not satisfy the requirement of Factor 5, TEAMING WITH A JAVITS-WAGNER-ODAY (JWOD) ACT ELIGIBLE NON-PROFIT AGENCY.

32. Question: Page 3 of the SOO states that "...for the duration of the contract, a Crystal City based location will remain the primary mail delivery site for incoming USPTO mail." Where is this site located? Does this mean that mail will continue to be delivered to this central site and then picked up and delivered to the Carlyle site by the contractor once transition to the Carlyle Campus is complete?

Answer: See Section G.10 for location of Government furnished facilities. Mail will continue to be delivered to the central Crystal City site and then picked up and delivered to the Carlyle site by the contractor once transition to the Carlyle Campus is complete?

33. Question: Since pre-proposal conference is on 9th Jan and questions being requested till 12th Jan, 2004 are there any plans to extend the proposal submission deadline?

Answer: We will issue an amendment which will extend the closing date of the RFP from 2:00 P.M. EST January 23, 2004 until 2:00 P.M. EST January 30, 2004. See **Amendment number 0001.**

34. Question: Can multiple contract experience satisfy the expectation of managed contracts size of 10 million Pieces of mail per year?

Answer: No.

35. Question: Can multiple contracts satisfy the requirement for Incoming certified and registered mail at least- 27,000 pieces per year?

Answer: No.

36. Question: Who is considered Key Personnel? How many key personnel are currently performing the contract?

Answer: In accordance with clause H.4, Key Personnel is limited to the Project Manager.

37. Question: Does Past performance questionnaire count to the page limit?

Answer: No.

38. Question: How many (total) personnel are performing under the current contract?

Answer: 28

39. Question: Page 4, Section C.1 - **Statement of Work/Specifications**, lines 5-8 state, "The Government shall furnish the Contractor all office supplies and materials required to operate USPTO's Mail Center Facilities to include such items as mail carts/hampers, mailing equipment, supplies, etc." Will this include protective gear such as latex gloves, dust masks, and smocks?

Answer: No.

40. Question: Page 5, Section C.4(b) Mail Vehicle references required vehicular mail runs. Please provide the schedules, routes and mileage for each required mail run and the number and type(s) of vehicles currently in use.

Answer: The number and types of vehicles utilized by the incumbent contractor is described in the response to Question 10. Although the contractor is required to accommodate occasional special mail pick-ups and deliveries, in general terms, with the exception of the "Technology Center" mail stops listed in Exhibit B, which receive three daily mail pick-ups and deliveries, all other mail stops receive two daily pick-ups and deliveries.

41. Question: Page 22, **Section H.12** requires the Contractor to give the right of first refusal to displaced incumbent contractor employees. Will the Government provide the current staffing including positions, wage rates, wage determination categories and seniority for all employees so that we may properly calculate pricing?

Answer: This type of information may be obtained following the procedures of the Freedom of Information Act (FOIA) if it is **not** considered proprietary to the current contractor. In addition, **see Amendment number 0001.**

42. Question: Page 54, **Section L.4 Proposal Requirements, A. Technical Proposal, Factor 5. Teaming with a Javits-Wagner-ODay (JWOD) Act Eligible Non-Profit Agency**, Lines 4-6 state, "In addition, if the offeror teams with a JWOD Act eligible non-profit agency with experience working with the USPTO, then the offeror will achieve a higher rating for this factor." This evaluation preference appears to give an advantage to select JWOD contractor(s). Please specify amount of the Factor 5 evaluation preference for JWOD contractors with USPTO experience.

Answer: We will issue an amendment to the RFP that deletes the following sentence from Factor 5, TEAMING WITH A JAVITS-WAGNER-ODAY (JWOD) ACT ELIGIBLE NON-PROFIT AGENCY, "In addition, if the offeror teams with a JWOD Act eligible non-profit agency with experience working with the USPTO, then the offeror will achieve a higher rating for this factor". **See Amendment number 0001.**

43. Question: Is the Contractor responsible for screening incoming mail? What are the specific requirements and equipment?

Answer: The contractor is not required to perform any special/security screening of incoming mail.

44. Question: What is the estimated annual volume for incoming bulk mail? What are the sorting and delivery requirements?

Answer: Refer to the Statement of Objectives (SOO) appendix C and the SOO constraints for the answer to this question.

45. Question: What is the daily schedule for USPS deliveries? What are the scheduled time(s) that the USPS picks up outgoing mail?

Answer: Because the USPTO receives incoming USPS mail from several different Post Offices, incoming mail is received throughout the day. In general terms, the USPTO receives four deliveries of regular mail each morning and a single delivery of Express Mail in the morning. Afternoon deliveries consist of one delivery of regular mail and a separate delivery of Express Mail. Outgoing mail is picked up once in the morning and once in the late afternoon.

46. Question: What are the current delivery schedules and routes for the mail messengers?

Answer: See response to Question 40. In addition, see SOO, exhibit B for mail stops.

47. Question: Section B indicates contract period prices only. Will the PTO provide monthly payments to the contractor? And would the monthly payment be 1/12 of the annual payment less any deductions?

Answer: The answer to both questions is yes.

48. Question: Would the PTO please provide a list of JWOD organizations currently working at the PTO?

Answer: See the answer to question number 11.

49. Question: Section L.5, at the bottom of Page 56, ends with “and”. The following page does not continue this sentence. Please clarify.

Answer: We will issue an amendment to the RFP to delete the word “and” at the bottom of page 56.

50. What are the frequencies of mail pickup and delivery? Does the Mail Center operate 5 or 6 days a week?

Answer: The Mail Center operates Monday through Friday. See the response to Question 40 in terms of the frequencies of mail pick-ups and deliveries.

51. Are there any special security measures in place or required for handling incoming mail?

Answer: See the SOO constraints and the response to question no. 43.

52. With respect to the Quality Assurance Plan, should incentives be provided/suggested for “Good” or “Superior” performance?

Answer: See response to question 28.

53. Does the PTO have a computerized mail stop directory that associates personnel and departments with mail stops? If so, is the Contractor responsible for maintaining the mail stop directory?

Answer: Yes, the USPTO does have a computerized employee locator that captures an employee’s name, telephone number, office name and location/mail stop. The contractor is not responsible for maintaining the computerized directory.

54. What is the expected start date of contract performance?

Answer: Please see the estimated milestones listed below:

Event	Date
Contract Award	March 15, 2004
Transition Period	March 15, 2004 through March 31, 2004
Expected start date of Contract Performance	Begins April 1, 2004

See Amendment 0001.

55. Question: How many FTEs currently support the USPTO Mail Center contract?

Answer: 28

56. Question: What are the top 3-5 challenges currently encountered by the USPTO Mail Center operations?

Answer: The USPTO will face any number of mail operations-related challenges in the upcoming years. In no particular priority order, the following are some of those challenges:

- Ensuring a smooth transition of mail operations from the Crystal City to the Carlyle campus.
- Continuing to provide high quality of mail services to USPTO business units in a constrained budget environment.
- Adapting to uncertainties with respect to out year mail-related workloads given USPTO initiatives to increase the number of electronically filed patent applications.
- Continuing to pursue efficiencies associated with reducing outgoing mail costs.

57. Question: How many vehicles are currently utilized to deliver mail between the various USPTO buildings?

Answer: See response to question 10.

58. Question: Does USPTO believe that there will still be a need for vehicles once the agency has transitioned from 18 buildings to the centralized 7 building campus (as per exhibit "D", it appears that the buildings will be walking distance from each other)? If so, how many?

Answer: Yes, the fact that the USPTO will be operating out of two campuses (i.e., Crystal City and Carlyle) dictates the need for at least one vehicle.

59. Question: Would you please verify that the Performance Work Statement and the Quality Assurance Plan are included in the 30 page proposal limitation?

Answer: See response to question 27.

60. Question: What types of reports does USPTO currently receive?

Answer: The USPTO presently receives a monthly report from the incumbent contractor. Among other items, the report captures significant events that have taken place over the reporting period; detailed accounting of incoming, outgoing, interoffice mail, etc. volumes; equipment downtime; quality control issues; meter accuracy audit; etc.

61. Question: In Section L.4, Proposal Requirements, under Factor 4: Technical Understanding and Approach, USPTO ask the offeror to describe the approach for each, “mail processing task.” Would USPTO please elaborate on the specific tasks they would like bidders to describe in the proposal?

Answer: In keeping with the Performance Based Service Contract approach as indicated on page 2, under paragraph B.1 of the RFP, see the Statement of Objectives found in Attachment “1” to the RFP.

62. Question: We anticipate that mail volumes will be significantly higher on the day(s) following USPTO office closures. What are the performance expectations for backlog mail that may occur following USPTO federal holidays/office closings?

Answer: Mail volumes are, in fact, higher on Mondays and on days following the USPTO’s closure (e.g., Federal Holidays, weather-related closures, etc.). Despite these anticipated and unanticipated closures, both incoming and outgoing mail processing must be accomplished in line with the constraints outlined in the Statement of Objectives (Attachment “1” to the RFP).

63. Question: In Attachment 1, Statement of Objectives (page 3), USPTO states that, “it is envisioned that, for the duration of the contract, a Crystal City based location will remain the primary mail delivery site for incoming USPS mail. However, most other mail operations will take place at the USPTO’s new Mail Center headquarters located in the Randolph Building at the Carlyle campus.” Would USPTO please explain why USPS mail will not be rerouted to the new centralized Mail Center headquarters on the Carlyle campus? Will the Crystal City site be a fully operational mail operation or simply a drop off site for USPS mail?

Answer: Crystal City remains the primary delivery location for mail delivered by the USPS because the bulk of the mail delivered by the Postal Service is delivered and processed by a USPTO organization which is expected to remain in Crystal City. Processing functions at the Crystal City site are expected to be rather limited (pre-sorting of mail) compared to Carlyle.

64. Question: What are the space/facility dimensions of the new Mail Center headquarters? The Crystal City location?

Answer: See Section C.3 (Government Furnished Space) of the RFP.

65. Question: Are all of the current staff supporting the mail center operations Full-Time Employees (FTEs)? If not, what is the breakdown of FTEs and Part-Time (PT) employees?

Answer: Yes, all present Mail Center staff are full time employees.

66. Question: What specific job functions drive the current twenty-eight person staff level?

Answer: See response to question 41 and 61.

67. Question: How many of the staff members are mail “runners” responsible for delivering mail to the various building stops? Are they stationed within each building?

Answer: Although each Mail Center employee has his/her area of expertise, the incumbent contractor has elected to ensure that a large portion of the staff is capable of performing a variety of tasks, which includes, but is not limited to, the pick-up and delivery of mail. Mail operation employees are not stationed in any building other than the Crystal Plaza 2 (location of the centralized Crystal City Mail Center).

68. Question: Of the 105 USPTO mail stops, is each stop truly 1 stop/location or is it possible that a single may actually be comprised of multiple sub-stops? For example, Park 2-0100 (Office of Public Affairs) may actually consist of 40 separate offices in which mail needs to be delivered? Please elaborate.

Answer: Each of the approximate 105 mail stops are actual, individual suite/room locations.

69. Question: Although Horizon attended the Pre-Proposal Conference, we are still unable to get a good grasp on how mail support services are currently being performed at USPTO. Would USPTO provide a description of the various steps (i.e. the processing task that are referred to under Factor 4 – A: Technical Approach, of the RFP) in the mail support process and the associated job functions supporting each of these steps?

Answer: See response to question 61.

70. Question: Are there (smaller/satellite) mail rooms in any of the other buildings? If so, how many and in which buildings?

Answer: There are no satellite mail operations in any building.

71. Question: Are there any carrier contracts and if so, what are they?

Answer: Although the vast majority of outgoing mail is sent through the U.S. Postal Service, the USPTO does utilize private carriers to process some mail (e.g., international mailings, overnight mailing, etc.).

72. Question: Is there any pre-sorting that takes place in the process?

Answer: After arrival at the USPTO, all incoming mail goes through a pre-sort process, which involves sorting the mail for delivery to any one of the approximately 105 mail stops.

73. Question: Is the outgoing mail picked up at each mail stop (or central locations) or is it dropped at a central location(s)?

Answer: The Mail Center contractor is responsible for picking up outgoing mail at each of the approximate 105 mail stops. The mail is returned to the Mail Center and metered for pick-up by the Postal Service.

74. Question: Would USPTO provide a breakdown on the number of floors currently occupied by USPTO in each of the buildings?

Answer: Statement of Objective's Exhibits B (Mail Stops) and E (Crystal City/Carlyle Transition Plan) should provide prospective bidders with sufficient information with respect to USPTO-occupied space.

75. Question: Are there service contracts on equipment? What is USPTO's policy on remediation (or replacement) of faulty equipment?

Answer: All equipment is covered under service/maintenance contracts with either the equipment's manufacturer or with an authorized service vendor. Depending upon funding constraints, equipment is usually replaced when no longer serviceable.

76. Question: Is there any history that can be provided on insurance claims?

Answer: We are not aware of any insurance claims stemming from the operation of the mail center.

77. Question: Does USPTO have minimal deductible requirements on insurance? If so, how much?

Answer: See Clause H.3 in the RFP.